



DEPUTY COMMUNITY SERVICES MANAGER - SOCIAL SERVICES

Purpose:

To actively support and uphold the City's stated mission and values. To manage, direct and coordinate the programs and activities of the Social Services Division including the Youth and Family Services of counseling, employment, community education and diversion services for youths and their families and the activities of the Adult Diversion and Alcohol Screening Programs.

Supervision Received and Exercised:

Receives general direction from the Community Services Manager or from other supervisory or management staff.

Exercises direct supervision over professional and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend Division goals and objectives; assist in the development of policies and procedures; develop and administer programs designed to meet the special needs of youths, adults and families in the community.
- Direct, oversee and participate in the development of the Division work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Consult with school and training agency officials, police, probation and public assistance workers, and public and private agency officials to seek assistance and find solutions to participant problems.
- Conduct surveys and research on progress of Division activities and programs; prepare monthly and annual progress and statistical reports on all programs within the Division.

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- Prepare the Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate on a variety of committees relating to Division programs and activities; prepare and deliver presentations to civic and community groups about Division programs.
- Develop, manage and implement diversion and alcohol screening activities including the screening, training, counseling and referral of participants to community service programs.
- Attend and participate in monthly staff meetings; confer with the City Attorney, City Prosecutors and City Managers in resolving special program issues; prepare and submit reports regarding the progress of program participants and the overall program.
- Consult with school and training agency officials, police, probation and public assistance workers, and public and private agency officials to seek assistance and find solutions to Adult Diversion participant problems.
- Prepare and maintain information records on each client including follow-up reports of activities; review counselors' reports to ensure compliance with City regulations and guidelines; plan and conduct weekly staff counselor meetings.
- Prepare and present information on diversion programs; prepare and present workshops on program goals and successes; develop and encourage neighborhood participation in the program through disseminating information and providing consultations and referrals.
- Serve as a liaison in matters of restitution; mediate discussions between clients and victims; notify victims with financial losses of their option to receive restitution.
- Attend professional training seminars and workshops to improve counseling skills.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Provide technical assistance to staff, groups and agencies.
- Serves as faculty of the Tempe Learning Center.
- Perform related duties as assigned.

Effective November 1988

Revised May 1996

Revised July 2002 Range Changed

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Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in social services counseling, including two years of supervisory and administrative responsibility.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in social work, criminal justice, sociology, education, psychology or a related field. A Master's degree is highly desirable.

This position is unclassified and pursuant to the City of Tempe Personnel Rules and Regulations, Rule 1, Section 104, the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

Job Code: 5300

Salary Range: 157

FLSA: Exempt